

FIG. 1
A METHOD FOR PROVIDING EQUIPMENT SERVICE DATA

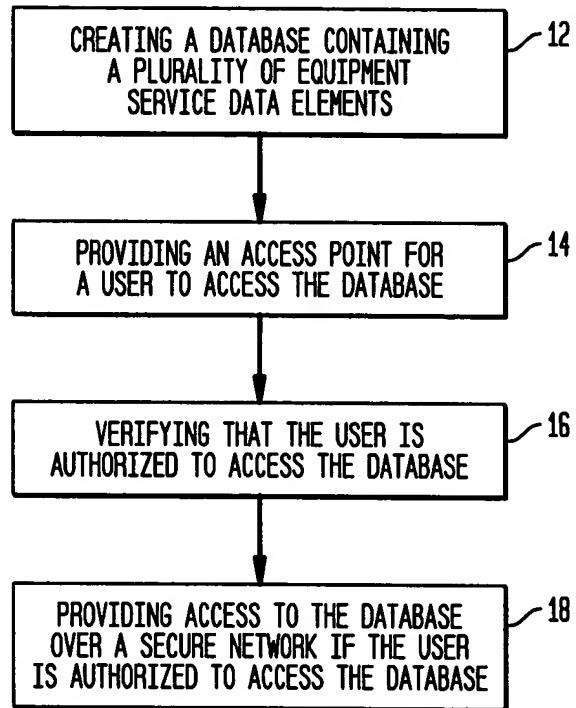
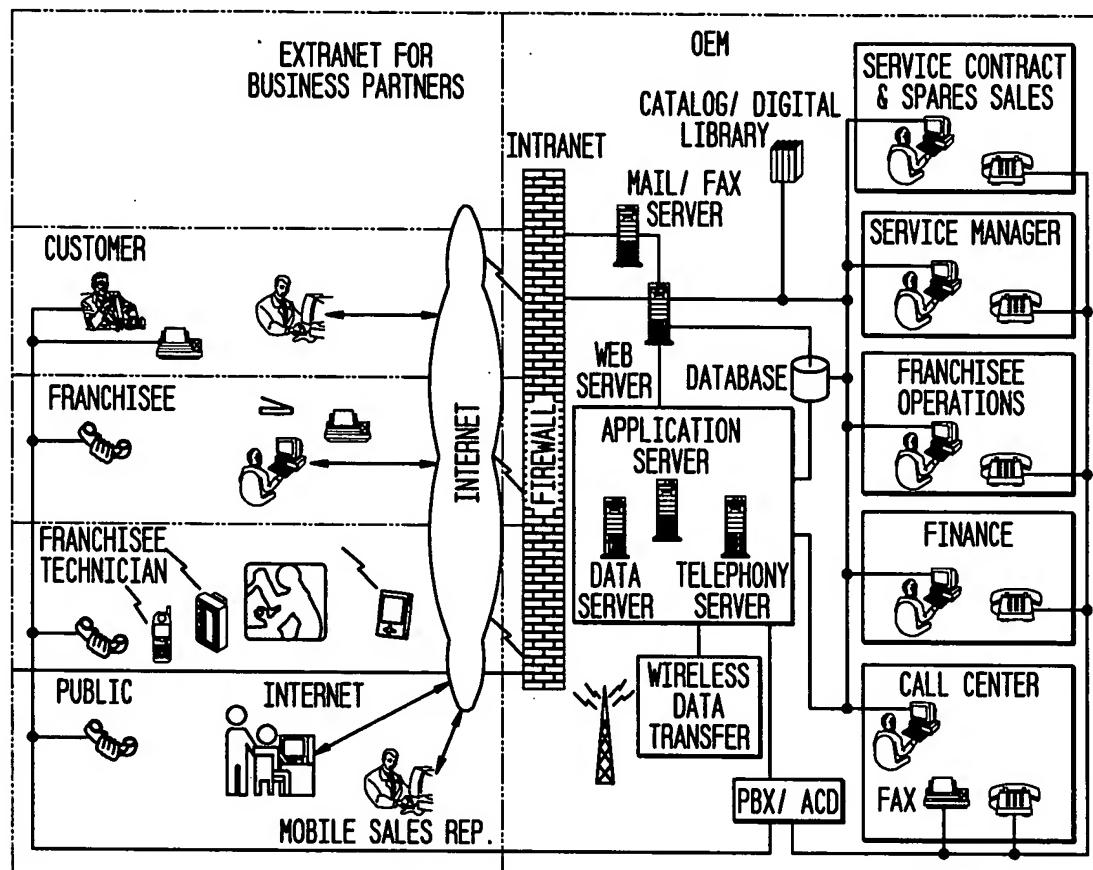


FIG. 2

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SELLING MAINTENANCE CONTRACT
CALL MANAGEMENT
FRANCHISEE MANAGEMENT
SPARES SALES
WARRANTY MANAGEMENT

ACCOUNTS RECEIVABLE
ACCOUNTS PAYABLE
KNOWLEDGE MANAGEMENT
MULTI-CHANNEL COMMUNICATIONS OPTIONS

